



Australian Government

Australian Quarantine and Inspection Service

EXDOC

ELECTRONIC EXPORT DOCUMENTATION SYSTEM

PLAIN ENGLISH INFORMATION PAPER FOR
PROSPECTIVE EXDOC USERS

August 2007

Please Note

This paper is intended to provide you, the prospective EXDOC user, with a general appreciation of how the EXDOC system works and how users interact with it and their trading partners. It is not intended to be a training manual and should be used in conjunction with existing manuals or operational handbooks supplied by AQIS and your EXDOC software supplier.

The content of this document is in the form of frequently asked questions based on past experience with the implementation and ongoing support of the EXDOC system.

Glossary

| | |
|----------|--|
| ACS | <u>A</u> ustralian <u>C</u> ustoms <u>S</u> ervice |
| AQIS | <u>A</u> ustralian <u>Q</u> uarantine and <u>I</u> nspection <u>S</u> ervice |
| EDN | <u>E</u> xport <u>D</u> eclaration <u>N</u> umber |
| EDI User | Any person or company registered to submit information to EXDOC |
| EPN | <u>E</u> xport <u>P</u> ermit <u>N</u> umber |
| ER | <u>E</u> stablishment <u>R</u> egister |
| EXDOC | <u>E</u> Xport <u>D</u> OCumentation |
| NOI | <u>N</u> otice of <u>I</u> ntention |
| RFP | <u>R</u> equest <u>F</u> or <u>P</u> ermit |
| SEW | <u>S</u> ingle <u>E</u> lectronic <u>W</u> indow |

What is EXDOC?

EXDOC is the AQIS Electronic Export Documentation System and its' purpose is to electronically process and produce Government to Government documentation required for export of Prescribed Goods. The transaction is known as a Request for Permit to Export (RFP). EXDOC has been generating this documentation since 1992 and is accepted by all our current trading partners. Full EXDOC functionality is available for dairy, fish, meat, grain, horticulture, wool and skins & hides exports. The system is now ready for expansion into other AQIS certified goods, such as inedible meats including pet foods, pharmaceuticals and rendered products and live animals.

The system allows an exporter to apply electronically via a commercial interface software package instead of using the paper EX28 or EX222 (Notice of Intention to export (NOI)) forms. The result of this electronic process is the automatic generation of a Sanitary or Phytosanitary Certificate (eg EX46, E16, E171) as required by Importing Authorities. There are many advantages in having access to a central computerised system, including improved timeliness, standardised editing and business rule interpretation together with the resultant improvement in nationwide consistency.

EXDOC has been designed to replicate the manual process and operates under the legislative requirements of the Export Control Act (1982) and its Orders and Regulations for exporting prescribed goods. The system electronically links the various categories of users, ie exporters, packers, AQIS documentation staff, AQIS inspection staff, AQIS veterinarians, Australian Customs Service, Statutory Authorities (eg. the Australian Dairy Corporation) and the Australian Bureau of Statistics (via Customs). From the single entry of data, all the above may have their respective requirements satisfied without intervention by system users.

Closely integrated with EXDOC is the Establishment Register (ER), which is co-located with EXDOC on the AQIS Central Office network. ER is an official register of establishments producing foodstuffs for export. EXDOC accesses ER to validate the eligibility of establishments to produce/handle/pack/inspect the product that has been nominated for export to a particular market.

Who needs to be connected to EXDOC?

Anyone who:

- Raises, processes or receives the existing paper NOIs, ie. exporters, packers, processing establishments, independent cold stores, freight forwarders, agents, etc.; and/or
- Prepares Sanitary or Phytosanitary Certificates, Certificates as to Condition and/or applications or declarations to Statutory Authorities.

People involved in the EXDOC process

Exporter: The person/company exporting product from Australia

Producer: The person/company manufacturing or processing the product

EDI User: The person/company who communicates with EXDOC via 3rd Party software,
- could be an exporter, agent or other registered user

AQIS Inspector: The AQIS officer responsible for authorising the RFP

AQIS Authorised Signatory: The company employee approved as an authorised signatory to authorise RFP's on behalf of AQIS

How does EXDOC work?

There are a number of typical scenarios:

- a. A producer/exporter (registered EDI User) submits the required information to EXDOC in one or more transactions. If the EDI user is an AQIS Authorised signatory, they may also authorise the RFP. Provided all required information is included, the transaction will proceed to a COMP (complete) status and, if requested, the certificate will be generated
 - whenever EXDOC receives a message from an EDI user, it ensures that a response is returned to acknowledge a successful transaction, or advise any errors or warning messages that may relate to the RFP.
- b. Where the producer/exporter is not an EDI user, they may employ the services of an agent to submit their RFP's for them. Any EXDOC registered EDI user can act on behalf of any EXDOC registered exporter. Agents generally charge a fee for services provided.
- c. Regardless of whether the exporter is an EDI user or not, the RFP may be submitted to EXDOC as information becomes available and may even be forwarded to other EDI users for their input. This situation would arise when an exporter has raised a basic RFP and forwards it to the producer to include product details such as weights and number of packages. The producer may also include inspection information if they are an approved Authorised Signatory, and then would forward the RFP back to the exporter for inclusion of commercial in confidence information such as consignee details. The completed RFP can then be sent to EXDOC for final processing and certificate generation
 - each time the RFP is forwarded through EXDOC, the RFP record on EXDOC is updated.
- d. Where the producer is not covered by a QA arrangement (which includes an Authorised Signatory), and the product requires inspection, the product must be inspected and passed by an AQIS officer. The AQIS Inspector must then authorise the RFP on EXDOC to confirm the product meets required standards
 - some products do not require inspection and EXDOC will automatically process these RFP's to COMP.
- e. In addition to processing the RFP, EXDOC may also obtain an Export Declaration Number (EDN) from ACS on behalf of the exporter via the Single Electronic Window (SEW)
 - this is a no-cost service provided by AQIS that reduces the number of times data needs to be entered and also reduces the number of transmissions required by the exporter
 - when the RFP goes to COMP, a message to update the EDN record is sent to Customs to notify the Export Permit Number and any variation to information contained on the original declaration, eg actual weights
 - the final information is forwarded to the Australian Bureau of Statistics to update their records.

Is EXDOC mandatory?

EXDOC is the only system used by AQIS to generate electronic certification. It is expected that exporters will avail themselves of the advantages that EXDOC gives. These advantages include reduced costs for certificates as well as greater security, improved timeliness and a higher level of consistency in certification.

Manual certification is available through AQIS Regional Offices, however, with the advent of electronic transmission of certification between countries, there may be a time in the near future when manual documents will not be acceptable for some countries.

What are the EXDOC hours of operation?

Effectively, EXDOC is available twenty-four hours a day, seven days a week for raising RFPs. The EXDOC Help Desk is also available for those hours, however, out of business-hours support by remote access and is for emergency use only – an example of an emergency would be an exporter experiencing difficulties with RFP processing for an airfreight which was leaving before the next working day.

Commodity specific program and technical support is only available during normal working hours. Availability of interface software Help Desk support should be discussed with each provider.

How does a user connect to EXDOC?

There are two methods of access:

1. Select and purchase an AQIS accredited interface software product
 - in consultation with the provider of the selected interface software, determine and organise the preferred method (currently TELSTRA X 400 and/or Internet e-mail) for transmitting and receiving EXDOC messages
 - register with AQIS as an EXDOC Exporter and/or EDI User (see Attached EXDOC Registration Form)
 - have available a suitable computer and telephone line.
2. Use an Agent:

A number of issues will influence the decision including volume, cost of running the system on site and agent fees

- should an agent be required, any registered EXDOC EDI user can operate as an agent
- where an exporter decides to use an agent, it is still ***necessary to register with AQIS as an exporter*** in order for EXDOC to accept information and to have the relevant exporter details appear on the certificate.

What interface software products are available?

EXDOC can only receive messages from software packages that have been accredited by AQIS. The following are the packages that have been accredited:

| Software Package | Supplier | Address | Contact Details |
|----------------------------------|---|---|--|
| CLEAR ENTERPRISE | Clear Objective | Ground Floor Cnr Brooks & Mallon Streets Bowen Hills QLD 4006 | Phone: (07) 3854 1977 Fax: (07) 3854 1827 Email: sales@clearobjective.com.au Website: www.clearobjective.com.au |
| DPIDOCS/OZD OCS PRIMEDOCS | Silicon Crafts Pty Ltd Dr Pramod Pandey R & D Manager | Unit 4, No 7 Packard Avenue, Castle Hill NSW 2154 | Phone: (02) 9899 2000 Fax: (02) 9659 5360 Email: aqisInfo@ozdocs.com.au |
| ediEnterprise | Cargo Wise edi Ms Melinda Elmowy | Unit 3a, 72 O'Riordan Street Alexandria NSW 2015 | Phone: (02) 8001 2200 Fax: (02) 9025 1199 Email: sales@cargowise.com Website: www.cargowise.com |
| EDISOFT | Byteload Pty Ltd Mr Peter Jeacle Managing Director Woodwind Systems Mr Greg Kemmis (Maintenance & Development) | 10 Lowerson Place, GOWRIE ACT 2904 6 Raym Road, KENTHURST NSW 2156 | Phone: 0417 043 246 Fax: (02) 6292 0073 Email: pjeacle@westnet.com.au Phone: (02) 9654 1728 Fax: (02) 9654 2486 Email: greg@woodwindsys.com.au |
| IMPEXDOCS | ImpexDocs Quarantine Approval Software Mr Manish Desai General Manager | 38 Eastview Avenue North Ryde NSW 2113 | Phone: (02) 9419 5004 Fax: (02) 9888 1167 Email: support@impexdocs.com.au Website: www.impexdocs.com.au |
| MEATCOM/EXPORTIT | Syscob Pty Ltd | Unit 1, 13 Mambourin Street, WERRIBEE VIC 3030 | Phone: (03) 9731 0762 Fax: (03) 9731 0742 Email: info@syscob.com.au Website: www.syscob.com.au |
| Tradepalette Declarations | CrimsonLogic Trade Australia Pty Ltd Mr Adrian De Stefanis | Suite 217, 19-21 Milton Parade, MALVERN VIC 3144 | Phone: (03) 9832 0810 Fax: (03) 9832 0807 Email: customer@crimsonlogic.com.au Website: www.crimsonlogic.com https://agribusiness.tradepalette.com |
| TRIDENT GLOBAL | Trident Technologies Pty Ltd Mr Tony Bullock Marketing Manager | 4 Greenhill Road, WAYVILLE SA 5034 | Phone: (08) 8273 0333 Fax: (08) 8273 0344 Email: info@tridentglobal.com.au Website: www.tridentglobal.com.au |

Please note: It is strongly recommended that prospective users view each of the above products and decide for themselves, which best suits their environment, budget and requirements

- it is also recommended that prospective users talk to current users of each software package before making a decision.

What type of computer is required?

The minimum personal computer configuration is dependent on the interface software product selected.

What training is available?

Individual software suppliers are responsible for arranging training sessions on the use of their software to access EXDOC. On site, users will have access to the EXDOC Test environment for training purposes with telephone support provided by AQIS, software providers and their carrier.

Should a user require on-site installation and training for their particular software, separate arrangements will need to be made with their software provider.

Each company, exporter, packer, agent, etc. should ensure that suitable personnel backup is available within their office for the person responsible for dealing with RFPs.

What are the help desk arrangements?

EXDOC Help Desk contacts are as follows:

Non-Meat Users Phone : (02) 6272 4700

Monday to Friday

7.30am – 6pm (Canberra time): EXDOC staff in attendance

6pm – 7.30am and Weekends : Remote access by EXDOC staff
- for emergency use only

Meat Users Phone : (02) 6272 4800

Monday to Friday

7.30am – 6pm (Canberra time): EXDOC staff in attendance

6pm – 7.30am and Weekends: Remote access by EXDOC staff
- for emergency use only

Please note: An example of an emergency related to the above out of hours times would be inability to get a certificate for an airfreight that is leaving prior to next normal working hours.

What should prospective users do?

It is in every user's interest to address the implementation of EXDOC and do everything possible to ensure a smooth transition and ongoing production usage. The following checklist highlights some key recommendations to assist users achieve those very important goals:

- Obtain all relevant explanatory documentation
 - System Overview from AQIS

- User Manual from software supplier (should be provided upon purchase)
- Select interface software as soon as possible.
- Complete all registrations allowing 2 - 3 weeks for processing.
- Obtain training from software supplier.
- Commence using EXDOC as soon as possible after training.
- Spread the word to any trading partners not using EXDOC.

EXDOC

Export Documentation

Complete the following form if you wish to be registered on the EXDOC System as an **Exporter** and **EDI User**. See attached for further instructions.

Exporter Name:

ABN:

Registered Office Address:

.....

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Postal Address:

.....

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Telephone: () **Fax:** ()

Contact E-mail Address:

Contact Name: **Title:**

Asian Market Representative:

EXDOC Interface Software: **Communication method:** X400 / Internet Mail

X400 Address:

Internet Email Address:

Export Licence Number:

Product Type: Meat Dairy Fish Grain Hort Wool Skins & Hides

Do you wish to be registered with the Single Electronic Window (SEW) allowing EXDOC to obtain ECN's from Customs on your behalf? Yes No

.....
Signature **Printed Name** **Title** **Date**

OFFICE USE ONLY:

EXDOC Exporter Number: Export Licence Number:

Authority Number: EDICT:.....

EXDOC EDI User Number: Mailbox Identifier:

Action Officer: Signature:..... Date:.....

Do I need to register as an Exporter and EDI user?

You need to register as an Exporter if you want your company name to appear on EXDOC generated health certificates and related documents and an EDI User if you will be creating your own documents using EXDOC, and you have the relevant EXDOC Interface software.

Exporter Name:

Enter the Company name or registered business name you operate under. If you export beef, sheep or goat meat, the trading name must match your meat export licence name. This name will appear on your EXDOC generated health certificates and related documents.

Registered Office Address:

Enter the address under which the Exporter name is registered. This address will appear on your EXDOC generated health certificates and related documents.

Postal Address:

AQIS will post EXDOC invoices and information newsletters to this address.

E-mail Address:

AQIS will send you country requirements and other helpful information to this address.

Contact Name:

Enter the name of the person who is responsible for EXDOC in your company.

Asian Market Representative:

Certain Asian Markets require the exporter to nominate a company representative on their export documentation. Enter your company's Asian Market Representative.

EXDOC Interface Software:

Enter the name and version of the EXDOC Interface software package you will use to communicate with EXDOC.

Communication Method:

Circle the type of method you will use to communicate with EXDOC.

X400 Address:

If known, please enter the X400 address details Telstra issues you with.

Internet Email Address:

If you are going through Email to communicate with EXDOC enter the Email address you wish your documents to be sent to.

Export Licence Number:

The peak industry body of some export commodity sectors register exporters (ie, dairy and meat industry). If your company is registered by a peak industry body, enter your Export Licence number in this field.

Product Type:

If you export multi-commodity product you must number the product type boxes in order of the product type that is exported in the largest total amount. Eg, if you export meat and dairy and the tonnage for meat exceeds dairy, meat will be numbered 1 and dairy will be numbered 2.

Do you wish to be registered with the Single Electronic Window (SEW) allowing EXDOC to obtain EDN's from Customs on your behalf?

If you are an exporter, Customs clearance (an EDN) is required from the ACS ICS System before product may be exported. If you register for SEW the EXDOC System will send the message to Customs to obtain the EDN on your behalf.

What do I do when I have filled out the EXDOC Registration Form?

Fax a copy of the completed document to (02) 6272 5773. Once registered as an Exporter on the EXDOC System you will be notified by Electronic Documentation Section (EDS) Staff. If you require further information please phone (02) 6272 4700.